



PRESS RELEASE

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USAID SUPPORTS CONSUMERS DEFENSE INITIATIVE

SAN SALVADOR—During a ceremony organized by the Consumers Defense Office, the U.S. government highlighted its support to the “Consumer Bill of Rights” initiative, through the United States Agency for International Development’s (USAID) Strengthening Democracy Program.

Salvadoran President Elías Antonio Saca received the “Bill of Rights” drafted by nine public hospitals and three municipalities, which will start enforcing its provisions immediately. USAID’s support to this initiative includes technical assistance, training, and printing worth \$86,000.

The main goal of the “Consumer Bill of Rights” initiative is to empower citizens to exercise their right to receive high quality service from public servants.

“The new initiative unveiled today to support a Consumer Bill of Rights will help close this information gap. A strong system of protection for consumers also contributes to creating a culture of transparency, so essential to economic and political development”, said U.S. Ambassador Charles L. Glazer.

The nine public hospitals and three municipalities involved in this initiative developed and printed posters to raise awareness among consumers on their rights and responsibilities. The Consumers Defense Office expects that other government offices will adopt this transparency mechanism in the short run.

Since the creation of the Consumers Defense Office in 2005, USAID has provided financial support in the amount of \$379,000 to invest in office furniture, equipment, and vehicles; a citizen education campaign on consumers’ rights and responsibilities; establishment of monitoring associations; and technical assistance, training and printing costs of the “Bills of Rights and Responsibilities of Public Service Users.”

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